New as of: 06.2011

sirona
The Dental Company

CEREC AC

Diagnostic Tool

English

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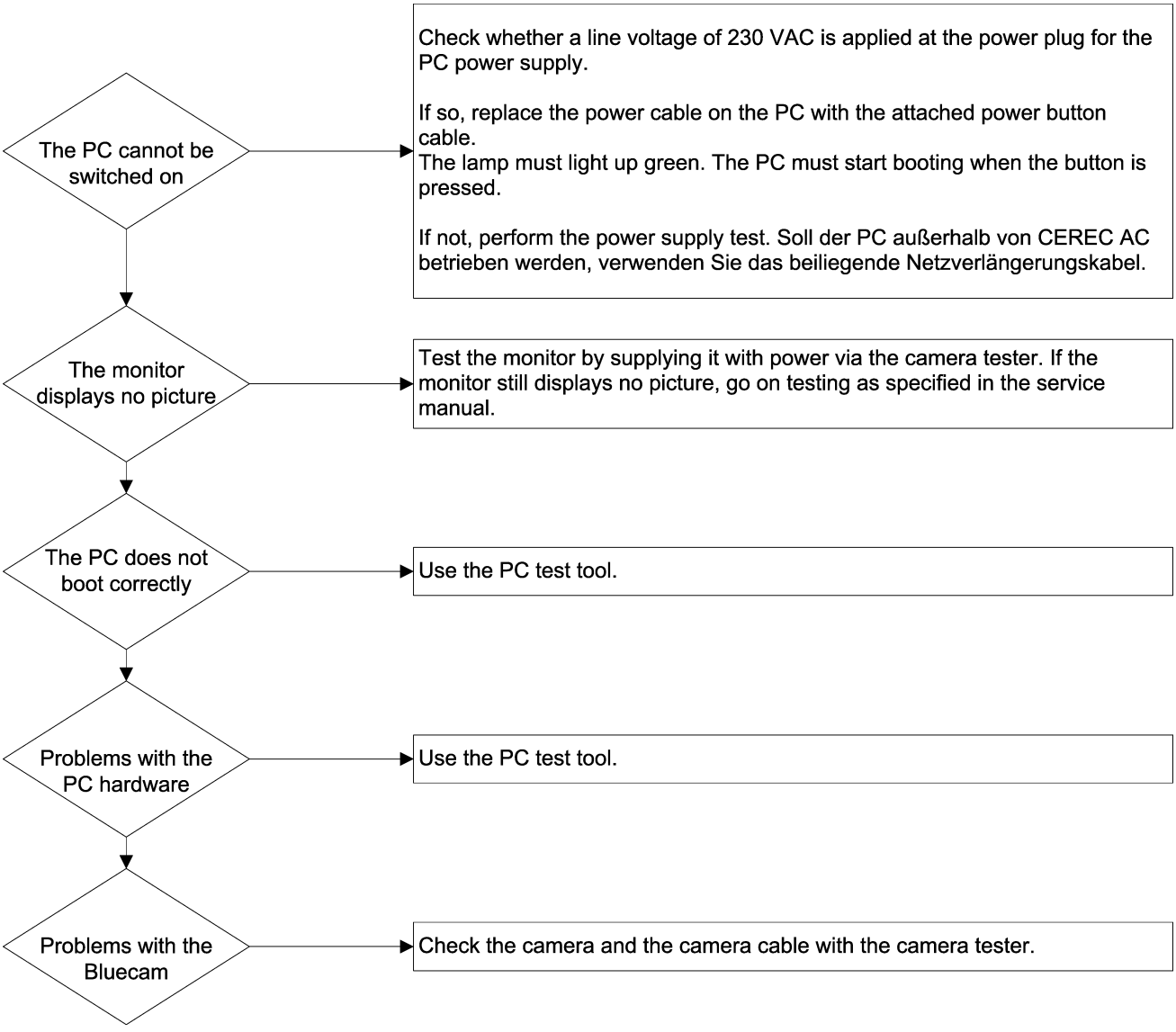
1 Components of the CEREC AC diagnostic tool

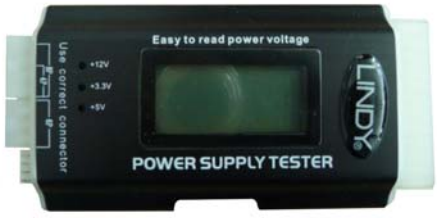
- Voltage tester for the PC power supply (Lindy)
- Power button cable for switching on the PC
- Power cable extension for the PC power supply
- Monitor cable (L6)
- PC test tool (software CD)
- Restore CD with BIOS update and BIOS settings
- Camera tester
- Replacement camera cable
- Instructions for PC and camera diagnosis

2 Localizing faults


The PC cannot be switched on
Check whether a line voltage of 230 VAC is applied at the power plug for the PC power supply.
If so, replace the power cable on the PC with the attached power button cable.
The lamp must light up green. The PC must start booting when the button is pressed.
If not, perform the power supply test. Soll der PC außerhalb von CEREC AC betrieben werden, verwenden Sie das beiliegende Netzverlängerungskabel.
The monitor displays no picture
Test the monitor by supplying it with power via the camera tester. If the monitor still displays no picture, go on testing as specified in the service manual.
The PC does not boot correctly
Use the PC test tool.
Problems with the PC hardware
Use the PC test tool.
Problems with the Bluecam
Check the camera and the camera cable with the camera tester.

Perform power supply test	Power supply test [➞ 5]
Supply power to monitor via camera tester	Camera test [➞ 6]
Check camera and camera cable with the camera tester	
Use PC test tool	PC diagnostic tool [➞ 8]

3 Power supply test



The CEREC AC diagnostic tool contains an "ATX power supply tester" manufactured by "Lindy".

Preparing for the test

✓ The PC is switched off.

✓ The main switch of the CEREC AC is switched off.

1. Remove the PC from the CEREC AC and open it.
2. Connect the cables of the PC power supply to the ATX power supply tester as described in the attached user manual.
3. Plug the attached power extension cable into the power cable of the CEREC AC and into the PC.
   ↳ The PC is supplied with the necessary supply voltage of 230 VAC.

4. Plug the power button cable into the PC
   ↳ The PC can be switched on without connecting a keyboard. The green lamp in the button indicates whether the 5V standby voltage is present in the PC.
5. Switch the CEREC AC on at the main switch.
6. Switch the PC on at the power button cable.

Test procedure

➢ The application of the tester is described in the attached user manual of the ATX power supply tester. The user manual is available in English, German, French and Italian.

A defective power supply is detected	No defective power supply is detected
The power supply is defective. Replace the power supply with a new one.	The power supply is not defective. Plug all cables of the power supply back into the PC. **Important:** Make sure that all cables are plugged back in to the positions where they were originally located before the test.

4 Camera test

Using the camera tester, you can check the monitor power supply, the Bluecam and the camera cable.

Preparing for the test

✓ The PC is switched off.

1. Unscrew the rear cover of the CEREC AC.
2. Unplug the S-ATA cable for the DVD drive.
3. Plug the S-ATA power supply cable into the S-ATA interface of the PC where the DVD drive was previously connected.
4. Connect the USB cable to a free USB port of the PC.
5. Switch the PC on and wait until it has finished booting up.

4.1 Monitor power supply

✓ The 12 VDC required for the power supply of the LCD monitor of the CEREC AC are available at the 4-pole socket of the camera tester.

1. Unplug the power supply cable from the socket of the PC-internal power supply board.
2. Plug it into the corresponding socket of the camera tester.

The monitor shows no function
Replace the monitor (replacement LCD monitor 62 35 951).

4.2 Bluecam

1. Unscrew the Bluecam cable from the PC.
2. Plug it into the socket of the camera tester.
3. Open the CEREC application and take an exposure with the camera.

No camera image is displayed	A camera image is displayed
Go on to the next test step.	The supply board in the PC is defective. Replace the supply board in the PC (replacement supply board 61 37 421).

4.3 Camera cable

1. Connect the replacement camera cable to the Bluecam camera and the camera tester.
2. Open the CEREC application and take an exposure with the camera.

No camera image is displayed	A camera image is displayed
The Bluecam camera is defective. Replace the Bluecam camera (Bluecam rep. 62 36 884 or Bluecam replacement 62 36 694).	The camera cable was the cause of the fault. Replace the camera cable with the one attached to the CEREC AC diagnosis tool. **Tip:** Replace the camera cable removed from the CEREC AC diagnosis tool with a new replacement camera cable (replacement Bluecam camera cable 62 35 845).

5 PC diagnostic tool

5.1 Starting the diagnostic tool

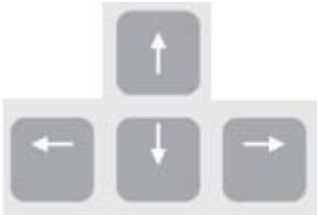
Test	Suitable for
Customer Diagnostics	Suitable for the user when checking the PC components.
Technician Diagnostics	Suitable for the technician or service engineer when checking the PC components.
Sirona Windows Diagnostics	Windows stress test to check the PC under continuous load.

Tip: If one of the following steps doesn't work, look for the following steps in the service manual.

✓ The PC is switched off.

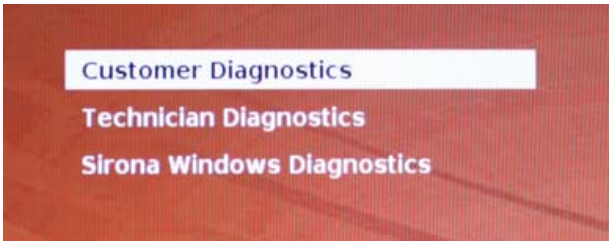
1. Switch the PC on and wait until the message shown above appears.
2. Press and hold *"F11"* on the keyboard until the boot menu appears.

Please select boot device:
SATA:PM-WDC WD5001AALS-00L3B2
CD/DVD:3M-TSSTcorp CDDVDW SH-S2
↑ and ↓ to move selection
ENTER to select boot device
ESC to boot using defaults



3. Insert the diagnostic tool CD in the drive and select *"CD/DVD:…"* in the menu using the arrow keys.
   ↳ The PC boots from the CD.
4. Wait until the light on the drive goes out.

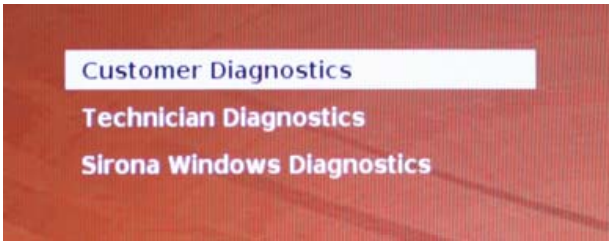
5. Confirm your selection by pressing the *"Return"* key on the keyboard.
   ↳ The diagnostic tool starts and a selection menu appears.
   Tip: The *"Customer Diagnostics"* will start automatically after one minute if you did not press an arrow key beforehand.



6. Select the test with the arrow keys.
7. Confirm your selection by pressing the *"Return"* key on the keyboard.
   ↳ The test starts.

5.2 Test procedure

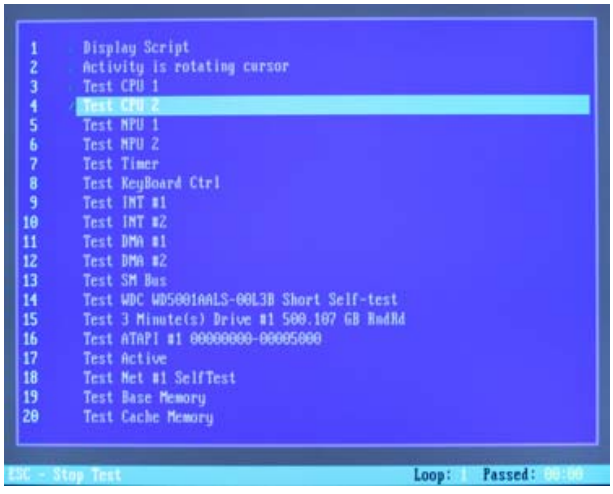
5.2.1 Customer Diagnostics



✓ You have started the *"Customer Diagnostics"* test and the system configuration is displayed.

System Configuration
CPU 1 of 8 [Physical CPU 1 Core 1]
Processor : Intel(R) Core(TM) i7 CPU 920 @ 2.67GHz 6:10:5
Processor Speed : 2673.30 MHz
Level 1 Cache Size : 32 KB Code + 32 KB Data
Level 2 Cache Size : 256 KB
Base RAM Size : 640 KB
Extended RAM Size : 6134 MB
Hard Drive(s) : 1
Drive 1 : 500.107 GB SATA2, WDC WD5001AALS-00L3B2
ATAPI Drive(s) : 1
Drive 1 : SATA, TSSTcorp CDDVDW SH-S223C
Video Adapter : VGA
VESA VBE : Present, Version 3.0, 14 MB VRAM Size
VESA VBE OEM : NVIDIA
Video BIOS Segment : C000h
Vendor ID : 10DEh Subsystem Vendor ID : 1462h
Save Print Options
↑ ↓ PgUp PgDn Home End-move, Esc-exit

1. Check the information in the system configuration to determine whether the system corresponds to the default settings. You can scroll up and down using the arrow keys.
   Tip: The test will start automatically in 3 minutes if you do not press an arrow key first.
2. Press the *"Esc"* key on the keyboard.


1 Display Script
2 Activity is rotating cursor
3 Test CPU 1
4 Test CPU 2
5 Test MPU 1
6 Test MPU 2
7 Test Timer
8 Test KeyBoard Ctrl
9 Test IMT #1
10 Test IMT #2
11 Test DMA #1
12 Test DMA #2
13 Test SM Bus
14 Test WDC WD5001AALS-00L3B Short Self-test
15 Test 3 Minute(s) Drive #1 500.107 GB RndRd
16 Test ATAPI #1 00000000-00005000
17 Test Active
18 Test Net #1 SelfTest
19 Test Base Memory
20 Test Cache Memory
ESC - Stop Test
Loop: 1 Passed: 00:00

   ↳ The test starts. The entire test run takes approx. 20 minutes.

   ↳ The result, i.e. *"Pass"* or *"Fail"* appears at the end of the test (see sections entitled "Test result: "Pass" or "Test result: "Fail").
3. On completion of the test, press any key to go on to the test dialog.
   Tip: You can scroll to the individual test steps using the arrow keys. The corresponding result is shown in front of each test step.
4. To quit the test, reboot the PC (see Rebooting the PC [→ 14]).

Test result: Pass

No fault was found in the PC-specific hardware. A replacement of the PC component or of the PC makes no sense.

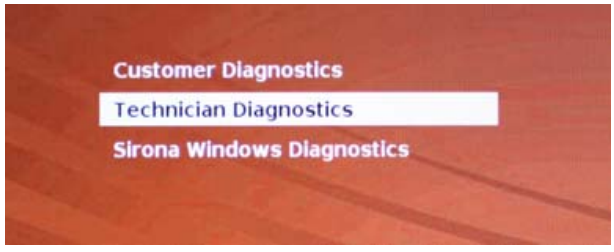
1. Perform the separate test for the supply board.
2. Perform an image restore with the restore set for troubleshooting.
3. Check the service instructions for other possible fault sources.

Test result: Fail

A fault was found in the PC-specific hardware. A replacement of the PC component or of the PC makes sense when indicated.
An image restore makes no sense.

1. Check to find out which components did not pass the test.
2. Note the number of the failed test and the error code if available and report them to the service engineer as soon as possible.
3. Carry out the corresponding steps described in the chapter on Troubleshooting [➞ 14] .

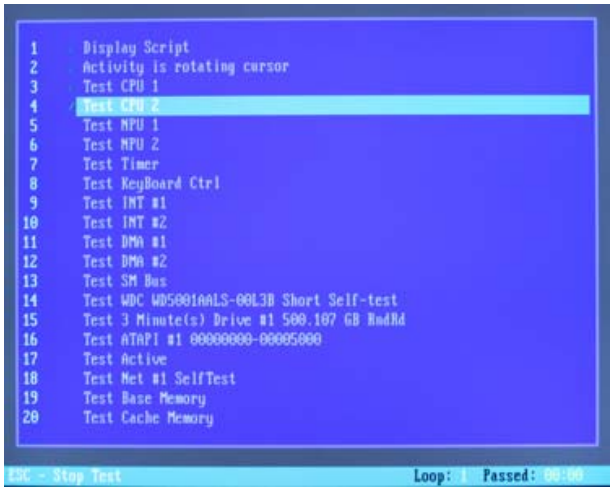
5.2.2 Technician Diagnostics



✓ You have started the *"Technician Diagnostics"* test and the system configuration is displayed.

System Configuration
CPU 1 of 8 [Physical CPU 1 Core 1]
Processor : Intel(R) Core(TM) i7 CPU 920 @ 2.67GHz 6:10:5
Processor Speed : 2673.30 MHz
Level 1 Cache Size : 32 KB Code + 32 KB Data
Level 2 Cache Size : 256 KB
Base RAM Size : 640 KB
Extended RAM Size : 6134 MB
Hard Drive(s) : 1
Drive 1 : 500.107 GB SATA2, WDC WD5001AALS-00L3B2
ATAPI Drive(s) : 1
Drive 1 : SATA, TSSTcorp CDDVDW SH-S223C
Video Adapter : VGA
VESA VBE : Present, Version 3.0, 14 MB VRAM Size
VESA VBE OEM : NVIDIA
Video BIOS Segment : C000h
Vendor ID : 10DEh Subsystem Vendor ID : 1462h
Save Print Options

1. Check the information in the system configuration to determine whether the system corresponds to the default settings. You can scroll up and down using the arrow keys.
   Tip: The test will start automatically in 3 minutes if you do not press an arrow key first.
2. Press the *"Esc"* key on the keyboard.


1 Display Script
2 Activity is rotating cursor
3 Test CPU 1
4 Test CPU 2
5 Test MPU 1
6 Test MPU 2
7 Test Timer
8 Test KeyBoard Ctrl
9 Test IMT #1
10 Test IMT #2
11 Test DMA #1
12 Test DMA #2
13 Test SM Bus
14 Test WDC WD5001AALS-00L3B Short Self-test
15 Test 3 Minute(s) Drive #1 500.107 GB HndRd
16 Test ATAPI #1 00000000-00005000
17 Test Active
18 Test Net #1 SelfTest
19 Test Base Memory
20 Test Cache Memory
ESC - Stop Test
Loop: 1 Passed: 00:00

- ↳ The test starts. The entire test run takes approx. 20 minutes.
- ↳ The result, i.e. *"Pass"* or *"Fail"* appears at the end of the test (see sections entitled "Test result: "Pass" or "Test result: "Fail").

3. On completion of the test, press any key to go on to the test dialog.
   Tip: You can scroll to the individual test steps using the arrow keys. The corresponding result is shown in front of each test step.
4. To quit the test, reboot the PC (see Rebooting the PC [➞ 14]).

Test result: Pass

No fault was found in the PC-specific hardware. A replacement of the PC component or of the PC makes no sense.

1. Perform the separate test for the supply board.
2. Perform an image restore with the restore set for troubleshooting.
3. Check the service instructions for other possible fault sources.

Test result: Fail

A fault was found in the PC-specific hardware. A replacement of the PC component or of the PC makes sense when indicated.
An image restore makes no sense.

1. Check to find out which components did not pass the test.
2. Carry out the corresponding steps described in the chapter on Troubleshooting [➞ 14] .
3. Note the number of the failed test and the error code if available. Attach this information to the returned PC when replacing a PC.

5.2.3 Sirona Windows Diagnostics

General

The *"Sirona Windows Diagnostics"* test simultaneously puts PC-specific components under load over a longer period of time. This time period is determined by the user.

Due to this load

- the temperature in the PC clearly increases in comparison to normal operation.
  A thermal behavior or any existing faults can thus be detected.
- due to the unlimited time of the test phase, it is more probably that sporadic faults and errors will be detected.

Tip: Do not perform this test unless at least one of the *Customer Diagnostics* or *Technician Diagnostics* tests was diagnosed as error-free.

Test procedure

Tip: Let the *"Sirona Windows Diagnostics"* test run for at least 1 hour. For optimal results, let the test run overnight.

✓ You have started the *"Sirona Windows Diagnostics"* test and Windows starts in the test environment. The *„Sirona Windows Diagnostics"* test starts automatically.

➢ Check the result in the *"Windows Stress Test"* window.
Tip: You may have to reconfigure the windows to enable recognition of the *"Windows Stress Test"*.

Test result: Pass

No fault was found in the PC-specific hardware. A replacement of the PC component or of the PC makes no sense.

Test result: Fail

A fault was found in the PC-specific hardware. A replacement of the PC component or of the PC makes sense when indicated.
An image restore makes no sense.

1. Check the *"Windows Stress Test"* window to find out which components did not pass the test.
2. Carry out the corresponding steps described in the chapter on Troubleshooting [➔ 14] .

Terminating the *"Sirona Windows Diagnostics"* test.

➢ Click the *"Stop"* button.

↳ The individual test windows are closed.

↳ The PC turns off.

5.3 Rebooting the PC

➢ Switch the PC on again via the power button.

5.4 Troubleshooting

The recommended procedure is as follows. If troubleshooting and/or a component replacement cannot eliminate the fault, replace the PC.

In this case, specify which test was defective when returning the defective PC.

5.4.1 Customer Diagnostics

Test	Test description / Condition	Action in case of problems
Display Script Activity is rotating cursor	Control command without test function	N/A
Test CPU-1 Test CPU-2 Test NPU-1 Test NPU-2	In the CPU test, the control, address, data and flag registers of the system process are checked. During the test of the floating point unit (NPU, numeric processing unit), the numeric processor of the system and the interface between the two functions are checked.	➢ Replace the PC.
Test Timer	In this test, a number is loaded into the three timer channels and it is then checked whether the countdown is performed in the three individual channels at the right speed (not too slow and not too fast).	➢ Replace the PC.
Test Keyboard Controller	In this test, the keyboard controller circuit is checked for proper functioning.	➢ Replace the PC.
Test INT #1 Test INT #2	The test tool checks the system interrupt controller. These controllers contain interrupt mask registers, in-service registers, interrupt request registers and all interrupt request lines. All channels of the interrupt controllers are checked for problematic, wrong or missing interrupts.	➢ Replace the PC.
Test DMA #1 Test DMA #2	All registers and status ports of both DMA controllers are checked during this test. The DMA controller is very important for the operation of a system, since it has separate channels on which I/O units can access the system RAM directly. This enables high data transmission rates without having to use the microprocessor.	➢ Replace the PC.
Test SM Bus	This test is used to check the SM bus. This bus is mainly used for storage battery and sensor management in systems. The SM bus is also used to access the SPD data on the memory modules.	➢ Replace the PC.
Test WDC___*TYP HDD*___Short Self-Test Test 3 Minute(s) Drive #1 __*Size of HDD*__RndRd	A series of nondestructive tests are performed on the hard drives installed in a system with these functions. Controller search and read tests are performed to check the overall condition of a drive.	1. Check the SATA cable of the hard drive. 2. Check the cable of the hard drive power supply. 3. Replace the hard drive including the hard drive cable.

Test ATAPI #1 00000000-000050000	Using this function, you can test the installed CD-ROM/CDRW/DVD drive. The test ROM is checked directly in the test; it is not necessary to load any software drivers. The test medium is the test tool CD	1. Check the CD for scratches or contamination. 2. Check the SATA cable between the PC and the DVD drive. 3. Check the power supply cable between the PC and the DVD drive. 4. Replace the DVD drive. 5. Check the SATA connection from the mainboard to the SATA slot plate in the PC. 6. Check the power supply connection from the power supply unit to the SATA slot plate in the PC.
Test Active	USB test (At least 1 USB human device must be connected; for the AC, these usually include a keyboard, a trackball, a camera and a UPS power supply).	➢ Replace the PC.
Test NET #1 Self-Test	You can use this test to perform an internal test of all network cards.	➢ Replace the PC.
Test Base Memory	The "base RAM test" can be used to test the base RAM on the system board (up to 640 KB).	➢ Remove the memory and plug it back in.
Test Cache Memory	This test is used to check the low-level memory data and the low-level addresses in the external system cache in order to test its function.	
Test Extended Memory	The "Extended RAM test" makes it possible to test the extended RAM between 1 MB and 4 GB.	
Test Above 4 GB memory	With the "above 4 GB memory test", you can test the extended RAM in the area above 4 GB.	
Test VGA RAM	This test is used to test the graphics memory installed on the currently active graphics card.	➢ Replace the graphics card.
Test VESA RAM	With this test, you can check the text and graphics modes supported by a VESA-compatible graphics card.	➢ Replace the graphics card.

5.4.2 Technician Diagnostics

Test	Test description / Condition	Action in case of problems
Display Test Run	Control command without test function	N/A
Test CPU-1 Test CPU-2 Test NPU-1 Test NPU-2	In the CPU test, the control, address, data and flag registers of the system process are checked. During the test of the floating point unit (NPU, numeric processing unit), the numeric processor of the system and the interface between the two functions are checked.	➢ Replace the PC.
Test Timer	In this test, a number is loaded into the three timer channels and it is then checked whether the countdown is performed in the three individual channels at the right speed (not too slow and not too fast).	➢ Replace the PC.
Test Keyboard Controller	In this test, the keyboard controller circuit is checked for proper functioning.	➢ Replace the PC.
Test INT #1 Test INT #2	The test tool checks the system interrupt controller. These controllers contain interrupt mask registers, in-service registers, interrupt request registers and all interrupt request lines. All channels of the interrupt controllers are checked for problematic, wrong or missing interrupts.	➢ Replace the PC.
Test DMA #1 Test DMA #2	All registers and status ports of both DMA controllers are checked during this test. The DMA controller is very important for the operation of a system, since it has separate channels on which I/O units can access the system RAM directly. This enables high data transmission rates without having to use the microprocessor.	➢ Replace the PC.
Test SM Bus	This test is used to check the SM bus. This bus is mainly used for storage battery and sensor management in systems. The SM bus is also used to access the SPD data on the memory modules.	➢ Replace the PC.
Test WDC___*TYP HDD*___Short Self-Test Test 3 Minute(s) Drive #1 __*Size of HDD*__RndRd	A series of nondestructive tests are performed on the hard drives installed in a system with these functions. Controller search and read tests are performed to check the overall condition of a drive.	1. Check the SATA cable of the hard drive. 2. Check the cable of the hard drive power supply. 3. Replace the hard drive including the hard drive cable.

Test ATAPI #1 00000000-000050000	Using this function, you can test the installed CD-ROM/CDRW/DVD drive. The test ROM is checked directly in the test; it is not necessary to load any software drivers. The test medium is the test tool CD	1. Check the CD for scratches or contamination. 2. Check the SATA cable between the PC and the DVD drive. 3. Check the power supply cable between the PC and the DVD drive. 4. Replace the DVD drive. 5. Check the SATA connection from the mainboard to the SATA slot plate in the PC. 6. Check the power supply connection from the power supply unit to the SATA slot plate in the PC.
Test Active	USB test (At least 1 USB human device must be connected; for the AC, these usually include a keyboard, a trackball, a camera and a UPS power supply).	➢ Replace the PC.
Test NET #1 Self-Test	You can use this test to perform an internal test of all network cards.	➢ Replace the PC.
Test Base Memory	The "base RAM test" can be used to test the base RAM on the system board (up to 640 KB).	➢ Remove the memory and plug it back in.
Test Cache Memory	This test is used to check the low-level memory data and the low-level addresses in the external system cache in order to test its function.	
Test Extended Memory	The "Extended RAM test" makes it possible to test the extended RAM between 1 MB and 4 GB.	
Test Above 4 GB memory	With the "above 4 GB memory test", you can test the extended RAM in the area above 4 GB.	
Test VGA RAM	This test is used to test the graphics memory installed on the currently active graphics card.	➢ Replace the graphics card.
Test VESA RAM	With this test, you can check the text and graphics modes supported by a VESA-compatible graphics card.	➢ Replace the graphics card.

5.4.3 Sirona Windows Diagnostics

Test	Test description	Action in case of problems
Processor(s)	Continuous load and testing of processor cores	➢ Replace the PC.
Motherboard Test	Continuous load and testing of mainboard functions	➢ Replace the PC.
Stress Test Drive	Continuous load and testing of hard drive	1. Check the SATA cable of the hard drive. 2. Check the cable of the hard drive power supply. 3. Replace the hard drive including the hard drive cable.
Memory Test	Continuous load and testing of RAM	➢ Remove the memory and plug it back in.
2D test	Continuous load and testing of the 2D properties of the graphics card	➢ Replace the graphics card.
Multimedia Test	Continuous load and testing of the 3D properties of the graphics card	➢ Replace the graphics card.
USB Test	USB Test (At least one USB human device must be connected, e.g. a keyboard, trackball, camera or UPS power supply)	➢ Replace the PC.

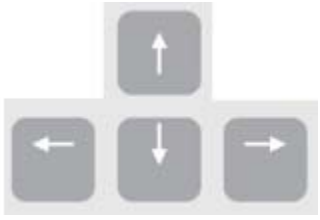
6 Updating the BIOS setting

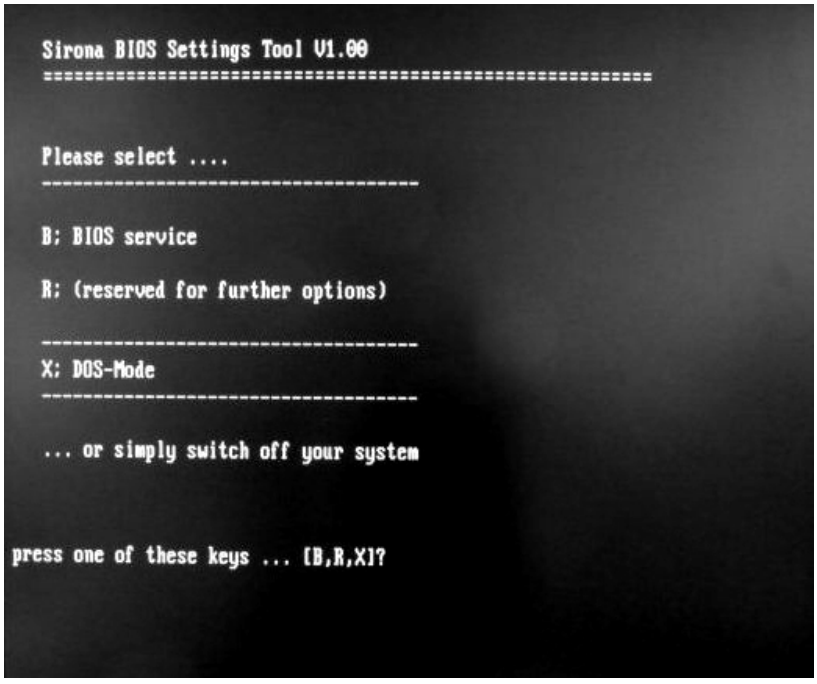
✓ You know the hardware version of the unit (see Determining the hardware version of the unit [➞ 23]) and the BIOS version (see Determining the BIOS version [➞ 23]).

✓ The PC is switched off.

1. Switch on the PC and wait until the above message appears.
2. Hold down the *"F11"* key on the keyboard until the boot menu appears.
3. Insert the CD containing the BIOS settings tools (CD 63 20 704).
4. Use the arrow keys to select *"CD/DVD:…"* in the menu and hit the *"Enter"* key.

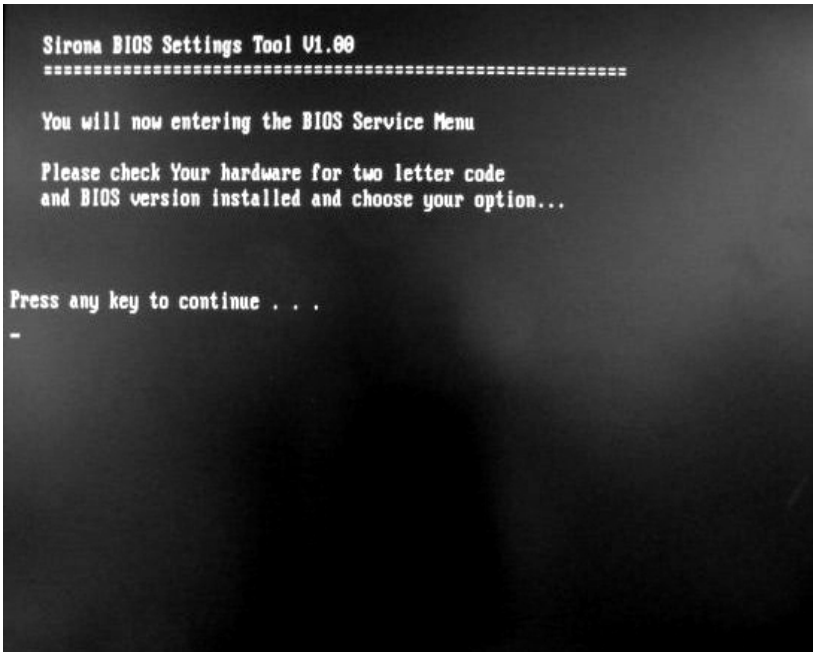
   ↳ The PC boots from the CD.



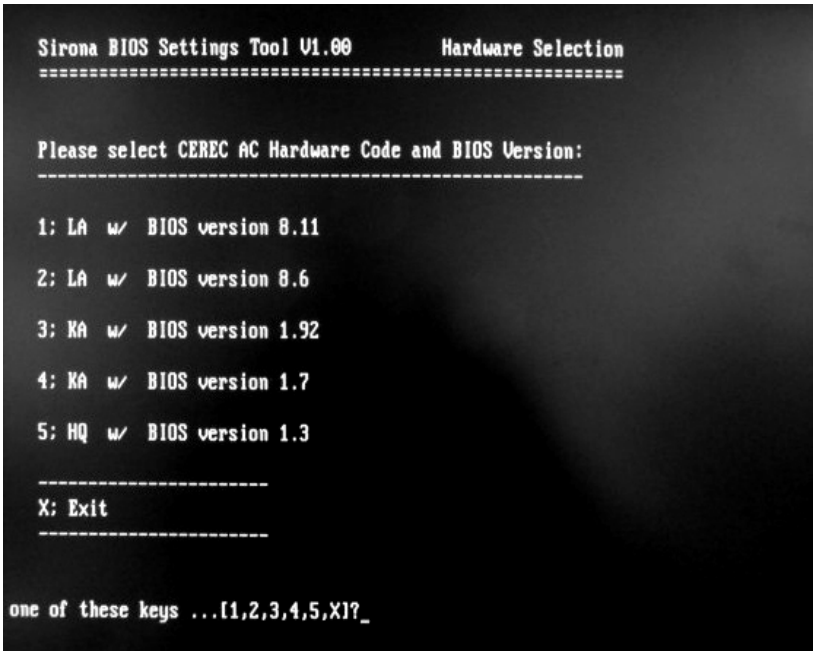

Sirona BIOS Settings Tool V1.00
Please select ....
B; BIOS service
R; (reserved for further options)
X; DOS-Mode
... or simply switch off your system
press one of these keys ... [B,R,X]?

   ↳ The main menu is displayed.

5. Enter the letter *"B"* to update the BIOS settings.


Sirona BIOS Settings Tool V1.00
You will now entering the BIOS Service Menu
Please check Your hardware for two letter code
and BIOS version installed and choose your option...
Press any key to continue . . .

6. Confirm the message by pressing any key.


Sirona BIOS Settings Tool V1.00 Hardware Selection
Please select CEREC AC Hardware Code and BIOS Version:
1; LA w/ BIOS version 8.11
2; LA w/ BIOS version 8.6
3; KA w/ BIOS version 1.92
4; KA w/ BIOS version 1.7
5; HQ w/ BIOS version 1.3
X; Exit
one of these keys ...[1,2,3,4,5,X]?

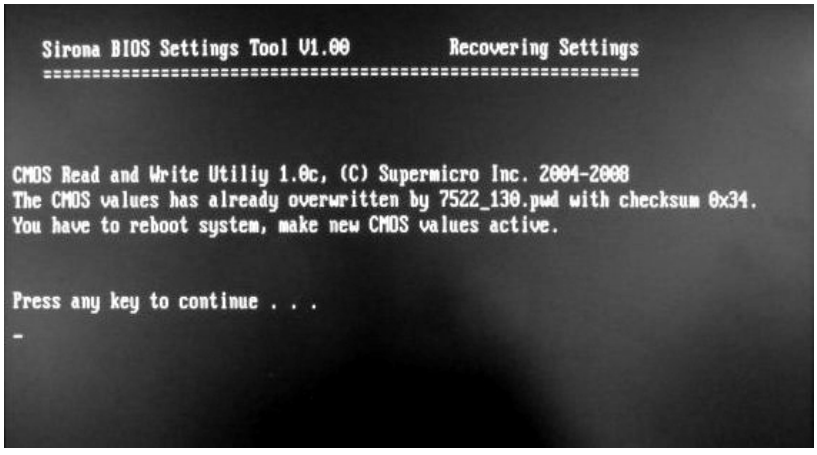
   ↳ You will be prompted to enter your hardware version and BIOS version.

7. Use the keys *"1"* to *"5"* to select the combination of hardware version and BIOS version.

Sirona BIOS Settings Tool V1.00
Recovering factory settings for LA BIOS Version 8.11
C: Continue recovering Sirona factory settings
B: Back to Hardware Selection
press one of these keys ... [C,B]?

↳ You will be prompted to confirm your selection.

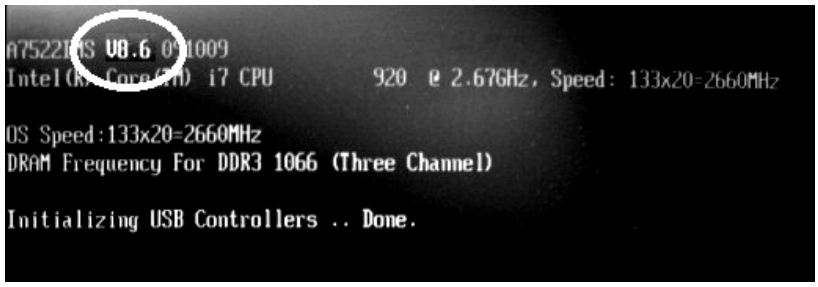
8. Confirm your selection by pressing the "C" key.
   Tip: Pressing the "B" key returns you to your selection.


Sirona BIOS Settings Tool V1.00 Recovering Settings
CMOS Read and Write Utiliy 1.0c, (C) Supermicro Inc. 2004-2008
The CMOS values has already overwritten by 7522_130.pwd with checksum 0x34.
You have to reboot system, make new CMOS values active.
Press any key to continue . . .

9. Confirm the message by pressing any key.
   ↳ The Sirona default BIOS settings have been updated.
10. Restart your PC by pressing the "R" key.

6.1 Determining the BIOS version

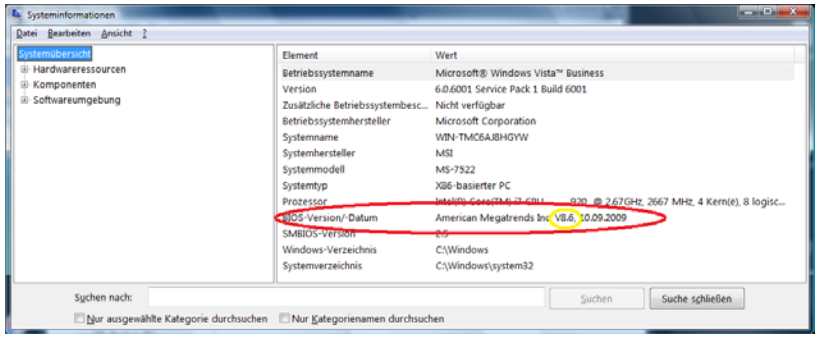
At PC startup


V8.6
i7 CPU 920 @ 2.67GHz, Speed: 133x20=2660MHz
OS Speed:133x20=2660MHz
DRAM Frequency For DDR3 1066 (Three Channel)
Initializing USB Controllers .. Done.

➢ Switch on the PC.

↳ The BIOS version is displayed as shown in the graphic.

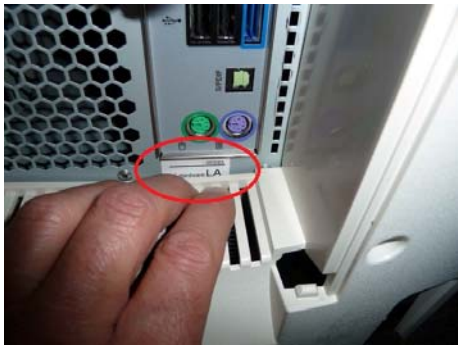
In Windows



➢ Click on *"Start"*|*"All Programs"*|*"Accessories"*|*"System programs"*|*"System information"*.

↳ The system information is opened and the BIOS version can be read from here.

6.2 Determining the hardware version of the unit



➢ Open the lower rear panel of the unit.

↳ The hardware version is shown on the back of the PC.

We reserve the right to make any alterations which may be required due to technical improvements.

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D3492.076.03.02.02 06.2011
Sprache: englisch
Ä.-Nr.: 114 293
Printed in Germany

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